

Application Administrator Advanced, Infrastructure, Application Support & Security

SUMMARY

The Application Administrator Advanced partners with Project and Technical teams to successfully deliver small to large scale projects and deliverables at the Tennessee Department of Human Services (TDHS). S/he is an integral member of the Information Technology (IT) Division and is responsible for providing quality support of enterprise systems. Working closely with IT Leads, Managers and other team members, s/he helps to deliver IT services to internal and external customers within the TDHS. The position is responsible for providing efficient operation of a highly effective customer service framework.

This position provides middle-tier, server application support for a multitude of TDHS applications. The Application Administrator Advanced performs installation, maintenance and administration duties. The duties include, but are not limited to the deployment, support and monitoring of applications where needed to test production environments. The Application Administrator Advanced is responsible for the analysis of application-tier industry products in consideration for new task and project efforts. S/he may participate in vendor demonstrations and review with internal business owners and fellow IT personnel. S/he provides application level configuration and tuning of environments and clusters to ensure optimal performance.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Support developers, database administrator, functional analysts, and server administrators with requests for tasks that require application administration.
- Provide status reports/updates of change management processes and implementations.
- Assists teams/users with resolutions of technical problems.
- Participates in disaster recovery planning and testing to ensure the fail over plan meets requirements and works as expected.
- Understand and support application security to support audit requirements.
- Review server policies for compliance to standards.
- Review application policies for compliance to standards.
- Evaluates system policies for compliance with current standards, State, Local, or Federal laws and guidelines.

EDUCATION / EXPERIENCE

Meet minimum qualifications as discussed in job classification specifications.

Graduation from an accredited college or university with a bachelor's degree or other advanced degree and four (4) years of professional level experience in application design, software development, change management, and implementation of business information systems is required.

The following are desired and would be considered a plus:

- Experience in the public sector
- Knowledge of DHS Policies and IT Policies

SKILLS

Meet minimum qualifications as discussed in job classification specifications as well as the following.

- Strong verbal and written communications skills, with soft skills necessary to hold meaningful and effective communications with business and technical teams.
- Ability to approach others in a professional tactful manner, react well under pressure, accept responsibility for own actions and follow through on commitments.
- Ability to ask questions to generate meaningful discussion and clarify outcomes, while keeping implementation deliverables on track.
- Ability to build trust and teamwork across all departmental boundaries.

- Ability to deal with frequent change, delays, or unexpected events.
- Ability to handle multiple tasks and meet deadlines.
- Ability to quickly and easily adapt to changing priorities.
- Demonstrated ability to display and promote high standards of ethical conduct and behaviors consistent with departmental and government standards.
- Excellent analytical and creative problem-solving skills.
- Dedication and commitment to customer service focused delivery of solutions.
- Excellent interpersonal skills with proven ability to communicate technical ideas to non-technical people.
- Maintains up-to-date documentation of technical and procedural changes as they occur.
- Resolve and/or escalate issues in a timely fashion.
- Multi-task and concurrently handle multiple projects and tasks.

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